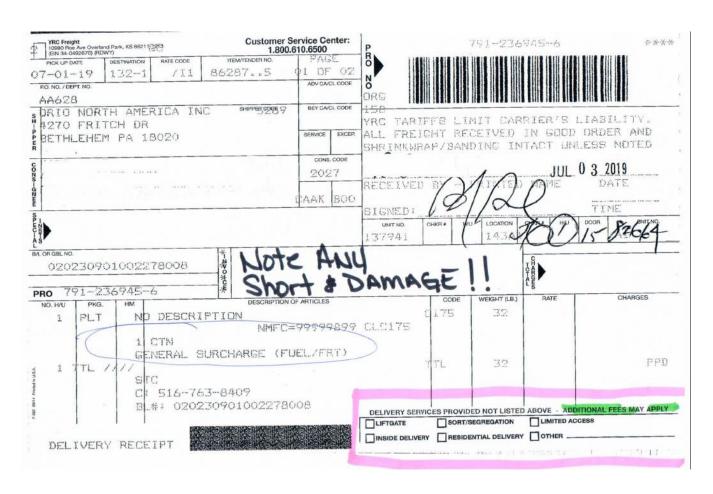
## HEDIN PARTS AND LOGISTICS

## YRC and Common Carrier Receiving and Claims Procedure

## **Receiving Procedure:**

Check the description of items on the delivery receipt then count and inspect all cartons.

Note: Any piece count discrepancies and damage must be noted on the delivery receipt with the driver present. LTL (YRC) – Pay attention to the delivery receipt, any box checked at the bottom of the document will result in additional charges from the carrier (example: inside delivery, liftgate, limited access) residential delivery is authorized and paid by HEDIN PARTS AND LOGISTICS. All others are the responsibility of the recipient. See example



## **Claim Procedure:**

Obtain copies of the following documents-

- 1. A copy of the **Carrier's Delivery Receipt**.
- 2. Itemized **statement of loss** showing the unit value of items lost or damaged (Original Invoice).
- 3. Copy of **Request for Inspection** and letter (if applicable).
- 4. Copy of **Carrier Inspection Report** (if performed).
- 5. **Estimate** of Repair Costs (if applicable).
- 6. Copy of **Bill of Lading.**
- 7. File the damage claim in the returns section in HEDIN, RMA type Damaged Supplier (must attach photo(s) of damage)

In order to comply with regulations concerning freight claims, all damages and shortages must be noted at the time of delivery. A copy of complete itemized estimate for repairs must be provided with all damage claims. Repair is required where possible and cost effective. File the damage or shortage claim in the HEDIN PARTS AND LOGISTICS returns section.

Contact the Parts Help Line with any questions 855-435-6746.